

Terms & Conditions

1. Any passenger that has an active booking reference (PNR) for a ticket that has been purchased from an AEGEAN and/or Olympic Air point of sale (aegeanair.com, olympicair.com, call center, airport) or through a travel agency (online, offline) is eligible to purchase a PCR diagnostic test through aegeanair.com. An active booking reference (PNR) means that there is at least one upcoming flight included, that has not been flown yet. The flight must be operated by AEGEAN, Olympic Air or by a partner airline (codeshare flight).
2. PCR Molecular diagnostic test for COVID-19. The Molecular Detection (rRT-PCR) for SARS-CoV-2 is suitable for detecting current active infection. The molecular detection is done by reliable methods and the sample is collected by especially trained, fully equipped personnel of the Testing Centers. The method followed for the detection, is Polymerase Chain Reaction (rRT PCR), which according to the guidelines of the World Health Organization is considered the most reliable method for the diagnosis of SARS-CoV-2. The Molecular Detection of SARS-CoV-2 is carried out by collecting samples from the oropharynx or the nasopharynx (from the nose or mouth) using a special swab.

3. Passengers may take the test at the following locations:
 - i. All BIOIATRIKH's diagnostic centers, located in Athens, Thessaloniki and Chalkida. - Available for all ages.
 - ii. In all actively available locations for this purpose, of the "ATHENS MEDICAL GROUP" network in Attica and Thessaloniki, namely in its Private Hospitals, "El. Venizelos" Airport and "Macedonia" Airport. - For the age of 14 and above.

For children under the age of 14 the test is carried out only at the locations:

- Athens Paediatric Center
 - Interbalkan European Medical Center
- iii. Diagnostic Center «ASKLIPIOS DIAGNOSIS» at Herakleion in Crete. - Available for all ages.
 - iv. All 'Yiannoukas Medical Laboratories'/BIOIATRIKH's diagnostic centers, located in Cyprus. - Available for all ages.
4. In case it is necessary for your trip to show a negative result of the Molecular Test for COVID-19 Detection (PCR), you should ensure that the test is carried out within the time limit set by the host country, taking into account the time required to issue the results.
 5. In case purchasing the test from any of the abovementioned Testing Centers, the passenger freely chooses the date, time and place of the test in one of the above centers (per time period of 1 hour).

6. Upon completion of the payment, the passenger will receive in the email address given at the time of purchase, a confirmation message from AEGEAN containing a code and a QR code. The QR code will contain the name of the passenger, the e-mail address, telephone number, the date and place of the test.
7. The passenger must show the QR code sent from AEGEAN to the Testing conducting the examination, as well as the ID or passport in order to proceed with the test. The abovementioned aim to identify the passenger and to ensure a proper pricing of the Service provided by the Testing Centers. The passenger will receive a service receipt from the Testing Centers.
8. Upon completion of the payment, passenger will also, receive an email with a promotional code with a 10€ discount, that can be applied exclusively online for a next booking through aegeanair.com, olympicair.com and the Aegean App.
9. The promotional code is redeemable for one-way or return flights to all AEGEAN and/or Olympic Air network and is valid for flights operated by AEGEAN and/or Olympic Air.
10. The promotional code is valid for bookings through aegeanair.com, olympicair.com and the AEGEAN app, for flights that will take place within 12 months from the date that the passenger purchased the COVID-19 PCR diagnostic test, through aegeanair.com.
11. The promotional code will only be valid when the promotional code is entered in the "promotional code" field displayed in the booking form. It is not possible to use the offer through the booking process followed from the Low Fare Calendar.
12. The promotional code can only be used by the recipient of this email, and it is prerequisite that the specific email is used during the booking.
13. Only one promotional code can be used in each booking. The promotional code can only be used once.
14. The value of the 10€ discount applies only to the fare and not to the total ticket value.
15. For tests performed daily from Monday to Friday, the results will be sent via email by the calendar end of the next working day. Monday is set as the next working day for Saturday and Sunday. Official Public holidays are excluded. In case the passenger does not receive the result within the abovementioned time period, the passenger should contact the Testing center directly by phone to ensure timely receipt.
16. The Testing Center bears no responsibility for the accuracy of the information provided to it directly by the examinee or AEGEAN for the purchase of the Service.
17. Passengers can purchase one COVID-19 diagnostic PCR test for each passenger that is included in the booking reference (PNR) through one transaction. If the passenger wants to purchase more than one COVID-19 diagnostic tests, they must first complete the purchase of the first test, and then re-enter the form to purchase the additional ones.

18. The cost per passenger and per COVID-19 diagnostic test is 50€ and he will also receive a promotional code of a 10€ discount, upon the COVID-19 diagnostic test purchase, which can then be redeemed on an upcoming flight.
19. The COVID-19 diagnostic test product purchase through Miles+Bonus for 8,000 miles.
20. Members who wish to purchase a diagnostic test via miles redemption, must have active Miles+Bonus account.
21. Members must have earned the adequate number of Award Miles in order to exchange them for a COVID-19 diagnostic test.
22. The corresponding Award Miles are automatically deducted from the Member's Account at the time of the purchase.
23. In case that a passenger wishes to change the date of a scheduled PCR diagnostic test for COVID-19 after the completion of the payment, he/she could make the change by telephone with the selected Testing Center of BIOIATRIKH or/and Athens Medical Center at least 24 hours before the scheduled appointment. After the reservation is completed the phone number for canceling or changing the home testing will be displayed to the passenger with a message.
24. In case of flight cancellation where subsequently the passenger might want to cancel the COVID-19 diagnostic test, they need to contact AEGEAN's Customer relations department by clicking [here](#) and putting the PCR diagnostic code
25. In case that a passenger wishes to cancel the test purchased through the Service, for reasons unrelated to the flight (and his flight is still active and will not be canceled) cancellation is possible if he/she declares his/her withdrawal to the AEGEAN Customer Service department by clicking [here](#), within fourteen (14) calendar days from the purchase of the test and prior to the provision of the agreed service.
26. The declaration of withdrawal within the above time limit is exercised by the passenger himself/herself.
27. Upon acceptance of the withdrawal request, AEGEAN reimburses the price received for the purchase in question in the same way as the payment was made and only the amount corresponding to the agreed Service. Any additional charges/charges of the customer's Bank on his card are borne by the customer. The Examination Center bears no responsibility for the time and manner of execution of the reversal.
28. The right of withdrawal applies in case the passenger has paid the price for the Service and then withdrew within the above time period and in any case before a biological sample has been collected.
29. Loss of Right of Withdrawal
The passenger accepts that he/she cannot withdraw from this agreement and request a refund of the paid-up fee under the following conditions: a) the passenger arrived at the designated locations and had a sample taken; and b) if the time period of fourteen (14) days has passed without the passenger exercising the right to withdraw.

30. Passengers can choose to do the test within a year from the date of its purchase, regardless of the date of their flight, provided that during the purchase of the test, they had an active booking reference (PNR).
31. The results of the examination are strictly personal and are sent only to the e-mail address stated by the passenger during the examination. AEGEAN does not receive test results. In addition, AEGEAN is not responsible for the time required to deliver the results.
32. Passenger contact information will be used by AEGEAN solely for the purpose of the transaction and in no case will they be correlated, nor will they be used by AEGEAN for other purposes, indicatively any updates or recording of information regarding the results of the passenger tests. In order to be informed about the results of the PCR tests for COVID-19, passengers must contact the Testing Center that conducted the test directly.
33. The passenger consents that by purchasing and conducting the above service the Testing Center, that will carry out the examination, can inform AEGEAN whether or not the test has been performed or not, along with personal information (name, date of birth and type of test) for purposes of verification and confirmation of the reservation and/or transaction, as well as the relevant credits or transaction disputes.